

FROM: McANDREWS, HELD, & MALLOY

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Lawrence M. Jarvis
Reg. No 27,341

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13253US01

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In the Application of:

D'Amico, et al.

Serial No.: 09/982,244

Filed: October 17, 2001

Title: GAMING SYSTEM CUSTOMER
SERVICE TECHNIQUES

Group Art Unit: 3713

Confirmation Number: 7628

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STATUS INQUIRY

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

This paper is submitted as an inquiry as to the status of the application identified above.

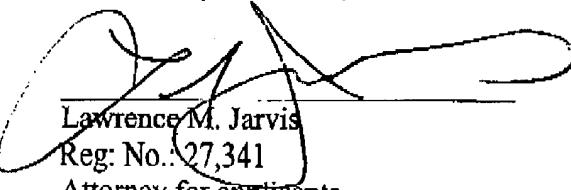
More than one year has passed since the filing of this application on October 17, 2001, accompanied by a post-card receipt. A Filing Corrected Receipt was received May 29, 2002. A Power of Attorney was filed October 17, 2001. A Request for Continued Examination was filed February 25, 2004. No further communication has been received from the Patent and Trademark Office indicating action on this application.

Kindly advise the undersigned of the present status of this application.

Respectfully submitted,

Dated: 9-1-04

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Revised
9.2.04